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*Benjamin W. Fincher*  
Attorney, State Regulatory

**VIA AIRBORNE**

June 25, 1996

Ms. Blanca S. Bayó  
Director, Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

In Re: Request for Submission of Proposals for Provision of Relay Service, Beginning in June 1997, for the Hearing and Speech Impaired, in Compliance with the Florida Telecommunications Access System Act of 1991; Docket No. 960598-TP

Dear Ms. Bayó:

Enclosed for filing, is the original and 16 copies of Comments on behalf of Sprint Communications Company Limited Partnership in the above captioned proceeding.

Please date stamp the additional copy of this transmittal letter and return to the undersigned in the enclosed self addressed stamped envelope.

Thank you for your cooperation.

Sincerely,

*Ben W. Fincher*  
Benjamin W. Fincher

65 JUN 28 11:04 AM '96

- ACK
- AFA \_\_\_\_\_
- APP *Miller*
- CAF \_\_\_\_\_
- CMU *Tudor*
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIN *ls*
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC */*
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

BWF:ls  
Enclosures

cc: J. Alan Taylor - FPSC  
Richard Tudor - FPSC  
Brandi Rarus - Sprint

RECEIVED & FILED  
*[Signature]*  
EPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE  
06884 JUN 26 96

**BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Request for Submission of            )  
Proposals for Provision of Relay            )  
Service, Beginning in June 1997,            ) Docket No. 960598-TP  
for the Hearing and Speech Impaired,        )  
in Compliance with the Florida             ) Date Filed: June 26, 1996  
Telecommunications Access System            )  
Act of 1991                                    )

**COMMENTS OF SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP**

Sprint Communications Company Limited Partnership ("Sprint"), by its undersigned counsel, respectfully submits these its comments in the above-captioned matter.

During the workshop held on June 3, 1996, certain issues were raised concerning the proposed RFP draft. It was agreed, at the conclusion of the June 3, 1996 workshop, that the parties would file comments on June 26, 1996, rather than convene another workshop on that date.

COMMENTS

The Sprint representative, at the June 3, 1996 workshop, indicated that certain definitions and terms need further clarification. In Sprint's view, the following definitions and terms require further clarification and explanation.

**DEFINITIONS:**

1. "Answer Time" should be clarified.
2. Industry standards DO include "abandoned calls" into the answer time requirement. This definition requires further clarification.

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4. Clarify what is meant by "call completion" standard of 98% from an end users perspective. It is not clear what is meant by the term "end users perspective".

6. Clarify the standard of 95% of calls from an end users perspective. Again, it is not clear what is included in the term "end users perspective".

26. **TRAFFIC REPORTS:** Please clarify the dates as shown in the first paragraph. Further, with respect to (f), these numbers change daily and currently there is no tracking mechanism for personnel who are not operators.

**C. OPERATIONAL REQUIREMENTS:**

7. Please clarify "answer time" as used in 7, "Average Answer Time". This appears to conflict with definition under 1, on page 1, "Answer Time".

37. Special Needs: Is this requirement intended to mean that Speech to Speech service must be offered?

38. Languages Served: Can these calls be handled at another location outside of Florida? Is there an in-state requirement for this RFP?


**SPRINT CALL BLOCKAGE IS DEFINED AS FOLLOWS:**

Once a call has reached the Sprint network, blockage is the term used to describe the condition where a telephone subscriber cannot reach the called party due to congestion in the switches or

trunks of the serving network. It is measured in the amount of calls per hundred that are blocked, or grade of service. A typical service is P.01, or one call per hundred blocked.

Respectfully submitted,

Sprint Communications Company  
Limited Partnership



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Attorney for Sprint Communications  
Company Limited Partnership